



## SOCIAL SERVICES COMMITTEE

Thursday, March 10, 2011

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A meeting of the Social Services Committee was held on Thursday, March 10, 2011 at 10:30 a.m. at the County of Renfrew Administration Building, 9 International Drive, Pembroke, Ontario.

Present were: Peter Emon, Chair  
Bob Sweet, Warden

Committee Members: Richard Rabishaw, Harold Weckworth, Jack Wilson  
Ed Jacyno, City of Pembroke Representative

Regrets: Audrey Green, David Thompson

Staff Present: W. James Hutton, Chief Administrative Officer/Clerk  
David Anderson, Director of Social Services  
Chery Leigh, Ontario Works Manager  
Carol Neill, General Manager, Renfrew County Housing Corp.  
Judy Mulvihill, Manager of Child Care Services  
Karen McManus, Administrative Assistant

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Chair Emon called the meeting to order at 10:30 a.m. The roll was called and no pecuniary interests were disclosed.

### **RESOLUTION NO. SS-C-11-03-10**

Moved by: Mayor Weckworth  
Seconded by: Mayor Rabishaw

THAT the minutes of the Social Services Committee meeting held on February 10, 2011 be adopted as printed and circulated.

CARRIED.

Mr. David Anderson, Director of Social Services, reviewed the Department Report.

The Correspondence Report, as contained within the department report, was reviewed.

Mr. Anderson reported that at the February 23, 2011 session of County Council a presentation was made on the 211 Information Referral Service by Mr. David Studham, Executive Director, Renfrew County United Way. Contained within the business plan for the service was a proposed funding model indicating that funding for the 211 Information Referral Service is to come from:

Federal Government - 10%, Provincial Government - 60%, Municipal Government - 20%, and United Way 10%.

The County of Renfrew is being asked to contribute \$15,100 annually to this program.

At the conclusion of the presentation Warden Bob Sweet referred the request for financing and additional questions back to the Social Services Committee and Finance and Administration Committee.

The Committee agreed that more information was required such as statistics on the utilization of this program and statistics to substantiate the need for this service. As well, there were questions about possible duplication of services of other agencies in the area. The Committee agreed that a letter be sent to Mr. Studham, under the Warden's signature, addressing the Committee's questions and requesting more information before a recommendation could be made on the request for financial support from the County of Renfrew.

### Child Care

Ms. Judy Mulvihill, Manager of Child Care Services, overviewed the Child Care Division Report, which is attached to the Social Services Department Report.

The Integration Coordinators Statistics and the Eligibility Coordinators monthly statistics were reviewed.

Ms. Mulvihill reported that she has been selected to sit on the Northern Rural Provincial Working Group dealing with early learning and child care in Ontario and she attended her first meeting on March 8, 2011 in Toronto. She indicated that this group hopes to have some influence on provincial policies being developed with regard to rural issues.

Ms. Mulvihill circulated to the Committee an updated report on Full Day Learning School Selection.

### Ontario Works Division

Ms. Chery Leigh, Ontario Works Manager, overviewed the Ontario Works Division Report, which is attached to the Department Report, and provided an update on program funding, changes to programs, staff changes, staff training, activities of staff in health and safety, emergency services, etc.

Ms. Leigh noted that the February caseload information was not available at the time the report was completed but would be included in the next report.

Ms. Leigh reported that staff participated in a one-day training session on the Supportive Approaches to Innovative Learning (SAIL) curriculum and also received 2 days of training on the new Ontario Works Toolkit (policy and procedures manual). The Toolkit is comprised of local policies which include hyperlinks to Directives, Standard Operating Procedures, Ministry Communication Updates and Memos, and local forms.

Ms. Leigh indicated that the Ontario Works Pembroke Site was host to two auditors in the month of January 2011, one from the firm of Scott, Rosien and Dempsey, to conduct a review of 2010 Ontario Works payments to clients and a Provincial Review Officer from the Ministry of Community and Social Services to conduct an Ontario Works compliance review. The results of both audits were positive.

Ms. Leigh commended the Ontario Works staff for continuing to maintain integrity and great organizational skills for files and software in the delivery of social services in the County of Renfrew. Warden Sweet also congratulated Ontario Works staff on the positive results of the audits.

Ms. Leigh briefly overviewed a report from Mr. Alistair Hensler, Manager of Disaster Management, Canadian Red Cross, providing an update on the Disaster Management Program in Renfrew County. The report indicated that Mr. Rob Burns is the new coordinator for the Disaster Management Team.

Mr. Leigh circulated to the Committee and overviewed an update on the Social Services Solutions Modernization Project (SSSMP). She reported that May 16 is the date for the launch of the on-line applications in the County of Renfrew.

Mr. James Kutschke entered the meeting at 11:25 a.m.

Ms. Leigh circulated to the Committee a report on the New Ontario Works Funding Approach and provided a review of the highlights of this report (attached as Appendix B). She explained that Ontario Works administration and employment assistance allocations will be consolidated into one Program Delivery funding allocation and will be aligned with the two-year Ontario Works business cycle.

Mr. Anderson gave an overview of the previously approved 2011 contract/budget funding allocation of the Ontario Works Program specific to administration and employment assistance.

The previously approved contract/budget was \$3,379,445 broken down as follows:

\$2,018,042 (Cost of Administration)  
\$1,361,403 (Employment Assistance)  
\$3,379,445

Memos dated February 7, 2011 and February 11, 2011 contained within the package presented by Ms. Leigh indicated that under the revised funding approach, Ontario Works Administration and Employment Assistance are being consolidated into one program delivery funding allocation for the purpose of program management. The new allocation to the County of Renfrew is \$4,075,657 and can be broke down as follows:

Cost of Administration, including employment assistance	\$3,622,999
Additional Municipal Contribution	<u>\$ 452,658</u>
	\$4,075,657

Mr. Anderson noted that if the County of Renfrew's Ontario Works Program was to maximize the full allocation of \$4,075,657 it would be necessary that the municipality put in an additional \$452,658 over and above the previously approved municipal contribution approved at the Budget Workshop on February 22 and 24, 2011.

The new revised Ontario Works Funding Approach is effective April 1, 2011 and taking into account present caseload, variables out of staff's control in the County of Renfrew like the economy, with current information available, staff have estimated that by staying with the previously submitted and approved budget of \$3,379,445 and applying the new revised Ontario Works funding approach, the Corporation of the County of Renfrew will need to allocate an additional \$65,188, (100% municipal) to meet its obligation under the previous budget approved by County Council. If the economy changes and caseloads increase significantly (over 10%) the municipal allocation of 100% dollars could increase. It is to be noted that the County of Renfrew has never maximized the full allocation of provincial monies to deliver the Ontario Works Program.

Mr. Anderson noted that there are contingency funds available at the County of Renfrew to address any shortfalls as it relates to municipal contributions to the Ontario Works Program. The new Ontario Works funding model supports large municipalities that contribute more municipal money for administration costs and enhanced employment assistance programs.

Mr. Anderson stated that the Committee would be kept fully informed of final contract details between the County of Renfrew and the Province of Ontario for the delivery of the Ontario Works Program under the revised Ontario Works Funding Approach.

**RESOLUTION NO. SS-C-11-03-11**

Moved by: Mayor Wilson

Seconded by: Mayor Rabishaw

THAT the Social Services Department Report, attached as Appendix A, be adopted as presented.

CARRIED.

**RESOLUTION NO. SS-C-11-03-12**

Moved by: Mayor Jacyno

Seconded by: Mayor Weckworth

THAT the next meeting be held on Thursday, April 14, 2011 and this meeting adjourn. Time 11:35 a.m.

CARRIED.

## COUNTY OF RENFREW SOCIAL SERVICES REPORT

TO: Social Services Committee

FROM: David Anderson, Director of Social Services

DATE: March 10, 2011

SUBJECT: Department Report

### CORRESPONDENCE

1. The following items of correspondence are attached for the Committee's information and consideration:

- a) Appendix I – Letter dated February 18, 2011 addressed to Mr. James D. Kutschke, Treasurer/Deputy Clerk from the Honourable Diane Finley, Minister of Human Resources and Skills Development in response to a letter forwarded to her by Prime Minister Stephen Harper regarding a resolution passed by the County of Renfrew with respect to affordable housing.

**Recommendation:** Receive as information.

- b) Appendix II – Email dated February 15, 2011 from Mila Kolokolnikova, Municipal Services Office, Ministry of Municipal Affairs and Housing, attaching 2011 Allowable Rent tables by unit type showing Average Market Rents (AMR) by service area.

**Recommendation:** Receive as information.

- c) Appendix III – Memorandum dated February 7, 2011 sent to Ontario Works Administrators from Erin Hannah, Director, Ontario Works regarding Revised Ontario Works Funding

**Recommendation:** Receive as information.

- d) Appendix IV – OMSSA Quick Connect dated February 7, 2011 regarding Cost of Ontario Works Administration Funding Changes.

**Recommendation:** Receive as information.

## **INFORMATION**

### 2. 211 Information Referral Service

At the February 23, 2011 session of County Council a presentation was made on the 211 Information Referral Service. At the conclusion of the presentation Warden Bob Sweet referred the request for financing and additional questions back to the Social Services Committee/Finance Committee respectively.

The 211 Information Referral Service was launched in the County of Renfrew on January 28, 2011. Highlighted during the presentation, and contained within the business plan, was a proposed funding model indicating that funding for the 211 Information Referral Service is to come from:

Federal Government	10%
Provincial Government	60%
Municipal Government	20%
United Way	10%

The County of Renfrew is being asked to contribute \$15,100 annually to this program.

The Chief Administrative Officer and Director of Social Services will speak to both the financing of the 211 Information Referral Service and additional information that staff believe the Committee will need to make a recommendation on this service.

### 3. Child Care Division Report

Attached as Appendix V to this report is the Child Care Division Report prepared by Ms. Judy Mulvihill, Manager of Child Care Services.

### 4. Ontario Works Division Report

Attached as Appendix VI to this report is the Ontario Works Division Report prepared by Ms. Chery Leigh, Ontario Works Manager.

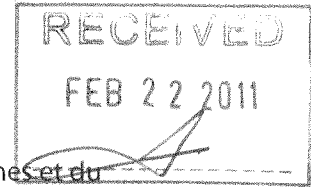
Report respectfully submitted.

Minister  
of Human Resources and  
Skills Development



Ottawa, Canada K1A 0J9

Ministre  
des Ressources humaines et du  
Développement des compétences



Appendix I

*c) Approved ✓*

**FEB 18 2011**

Mr. James D. Kutschke  
Acting Chief Administrative Officer  
Treasurer/Deputy Clerk  
County of Renfrew  
9 International Drive  
Pembroke, Ontario  
K8A 6W5

Dear Mr. Kutschke:

I am writing in response to your correspondence of October 28, 2010, addressed to the Right Honourable Stephen Harper, Prime Minister of Canada, regarding a resolution passed by the County of Renfrew with respect to affordable housing. As you know, the Prime Minister's Office recently forwarded your correspondence to me for consideration.

Please accept my assurance that the Government is committed to providing support to vulnerable Canadians to help them fully participate in the economy and their communities, and to become self-sufficient. The Government has made significant investments in housing and has a multi-pronged approach to facilitate access to housing across Canada. This approach has made significant contributions to the creation of an efficient housing industry, an effective system of building standards, a well functioning housing finance system, and support for those with housing needs.

The federal government works with provinces and territories, municipalities, national Aboriginal organizations and other housing stakeholders, to improve housing choice and affordability by providing support and assistance across a broad continuum – from shelter and supports for those at greatest risk (for instance, single parent families, people with disabilities, new Canadians), to transitional and supportive housing to help people live more independently (for example, seniors, people with mental illness), to subsidized housing for low-income households. Taken together, this broad range of housing activities serves to support vulnerable Canadians, homeowners, renters and the housing sector.

.../2

Canada

The Government is fulfilling its commitment to help those seeking to break free from the cycles of homelessness and poverty with an investment of more than \$1.9 billion in housing and homelessness over five years to March 31, 2014. This includes the renewal of funding for the Affordable Housing Initiative (AHI), the renovation programs, including the Residential Rehabilitation Assistance Program, and the Homelessness Partnering Strategy (HPS) at current levels for two years, to March 31, 2011. The five-year funding for housing and homelessness provided an opportunity to consider improvements to ensure that programs continue to effectively respond to the needs of Canadians.

In the fall of 2009, the federal government engaged all provinces and territories, as well as public and private stakeholders on how best to use federal housing and homelessness investments, and we have listened. The federal government is renewing the HPS at the current funding level of \$134.8 million per year, for the next three years. HPS program enhancements will include shelter support for rural and remote communities, development of linkages between mental health and homelessness, and improved accountability measures.

With respect to housing, the government will continue program funding at current funding levels of \$253.1 million per year and is working with provinces and territories on delivery arrangements to best meet the diverse housing needs of low-income Canadians. Local needs and priorities will be targeted to maximize effective housing solutions.

As of September 30, 2010, \$1.17 billion has been committed and/or announced under the AHI for the provision of 49,388 housing units across Canada. Provinces and territories cost share federal funding on a 50/50 basis and are responsible for the design and delivery of the programs.

In 2009, through the renovation programs, close to 11,200 housing units were rehabilitated, over 2,600 housing units were repaired on an emergency basis, some 1,200 shelter units for victims of family violence were built or renovated, and almost 1,800 seniors were helped to live independently. These measures helped some of the most vulnerable in our society.

*Canada's Economic Action Plan* builds on the \$1.9 billion in housing and homelessness funding by taking action to strengthen Canada's economy with a one-time investment of more than \$2 billion over two years to build new and repair existing social housing. This funding includes:

- \$1 billion to support much needed repairs to social housing (\$850 million to be cost-matched with provinces and territories, and \$150 million for existing social housing administered by Canada Mortgage and Housing Corporation (CMHC);
- \$600 million for new housing and repairs to existing housing on-reserve and in the North (\$400 million for on-reserve and \$200 million for the North);
- \$400 million to build more housing for seniors; and,
- \$75 million for new housing for people with disabilities.

*Canada's Economic Action Plan* also provides up to \$2 billion over two years, in low-cost loans to municipalities through CMHC to fund housing-related municipal infrastructure projects. These investments are showing concrete results. Due to the significant funding through *Canada's Economic Action Plan*, close to 9,000 projects are under way or completed to improve social housing and First Nations housing across the country.

In addition, the federal government, through CMHC, currently spends some \$1.7 billion annually in support of 620,000 households living in existing social housing. This funding is provided under long-term federal/provincial/territorial agreements.

The federal government, through Indian and Northern Affairs Canada and CMHC, spends an estimated \$277 million a year to address housing needs of Aboriginals on-reserve. CMHC's annual funding supports the construction of an estimated 800 new homes, the renovation of some 1,000 existing houses, ongoing subsidy of some 29,100 households and an investment in capacity building for First Nations people living on reserve.

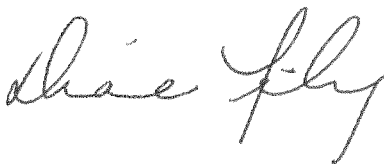
Approximately \$151 million is spent annually by CMHC to support the housing needs of Aboriginal households off-reserve.

In addition, in the 2007 Budget, the Government announced a \$300 million First Nations Market Housing Fund to support market-based housing on-reserve that will give First Nations people living on-reserve a better chance to own their own homes. The Fund became operational in May 2008.

CMHC's Affordable Housing Centre provides support for the development of affordable housing by non-profit and private sector proponents with little or no public subsidy. The Centre has a team of experts on affordable housing that work with groups and individuals to connect them with the resources, knowledge and contacts needed for their affordable housing proposals. Since its inception in 1991, the Centre has facilitated the production of over 53,000 affordable housing units for low-income clients, including families with children, and older women. More information is available on CMHC's Affordable Housing Centre Web site at [www.cmhc.ca/affordablehousing](http://www.cmhc.ca/affordablehousing), or by calling toll-free at 1-800-668-2642.

The federal government's investments in housing are producing concrete results, creating jobs and improving the quality of life of Canadians. I hope this information helps to assure you that the Government of Canada is making significant investments in housing in Canada.

Yours sincerely,



The Hon. Diane Finley, P.C., M.P.

Email dated February 15, 2011

Good morning,

Please find attached for your reference 2011 Allowable Rent tables by unit type showing Average Market Rents (AMR) by service area.

This information will be posted at the Ministry's website shortly.

Thanks  
Mila

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Mila Kolokolnikova  
Team Lead, Regional Housing Services  
Municipal Services Office - Eastern  
Ministry of Municipal Affairs and Housing  
8 Estate Lane, Rockwood House  
Kingston, ON K7M 9A8  
Tel.: (613) 545-2123 or 1-800-267-9438  
Fax: (613) 548-6822  
[mila.kolokolnikova@ontario.ca](mailto:mila.kolokolnikova@ontario.ca)

Allowable Rents under the AHP by Service Manager Area – Table is for 2011 rents only.

**Table 1: 2011 Allowable Rent for Bachelor Apartments (subject to annual review)**

Service Manager	Average Market Rent (AMR)	20% Below AMR	Modified OW Shelter Allowance	Shelter Allowance Rates as a % of AMR	Allowable Rents as a % of AMR	Allowable Rent per unit per month
City of Brantford	\$592	\$474	\$359	61%	80%	\$474
City of Cornwall	\$504	\$403	\$359	71%	80%	\$403
City of Greater Sudbury	\$510	\$408	\$359	70%	80%	\$408
City of Hamilton	\$503	\$402	\$359	71%	80%	\$402
City of Kingston	\$612	\$490	\$359	59%	80%	\$490
City of Kawartha Lakes	\$563	\$450	\$359	64%	80%	\$450
City of London	\$553	\$442	\$359	65%	80%	\$442
City of Ottawa	\$715	\$572	\$359	50%	80%	\$572
City of Peterborough	\$590	\$472	\$359	61%	80%	\$472
City of St. Thomas	\$419	\$335	\$359	86%	80%	\$359
City of Stratford	\$514	\$411	\$359	70%	80%	\$411
City of Toronto	\$778	\$622	\$359	46%	80%	\$622
City of Windsor	\$483	\$386	\$359	74%	80%	\$386
County of Bruce	\$546	\$437	\$359	66%	80%	\$437
County of Dufferin	\$768	\$614	\$359	47%	80%	\$614
County of Grey	\$505	\$404	\$359	71%	80%	\$404
County of Hastings	\$590	\$472	\$359	61%	80%	\$472
County of Huron	**	n/s	\$359	n/s	n/s	\$359
County of Lambton	\$528	\$422	\$359	68%	80%	\$422
County of Lennox & Addington	\$529	\$423	\$359	68%	80%	\$423
County of Northumberland	\$519	\$415	\$359	69%	80%	\$415
County of Oxford	\$491	\$393	\$359	73%	80%	\$393
*** County of Renfrew	\$516	\$413	\$359	70%	80%	\$413
County of Simcoe	\$644	\$515	\$359	56%	80%	\$515
County of Wellington	\$609	\$487	\$359	59%	80%	\$487
County of Norfolk	\$494	\$395	\$359	73%	80%	\$395
Regional Municipality of Durham	\$661	\$529	\$359	54%	80%	\$529
Regional Municipality of Halton	\$798	\$638	\$359	45%	80%	\$638
Regional Municipality of Peel	\$727	\$582	\$359	49%	80%	\$582
Regional Municipality of Waterloo	\$589	\$471	\$359	61%	80%	\$471
Regional Municipality of York	\$764	\$611	\$359	47%	80%	\$611
Regional Municipality of Niagara	\$533	\$426	\$359	67%	80%	\$426
Municipality of Chatham-Kent	\$469	\$375	\$359	77%	80%	\$375
UC of Leeds & Grenville	\$505	\$404	\$359	71%	80%	\$404
UC of Prescott & Russell	\$499	\$399	\$359	72%	80%	\$399
District Municipality of Muskoka	\$581	\$465	\$359	62%	80%	\$465
Algoma DSSAB	\$446	\$357	\$359	81%	81%	\$359
Sault Ste. Marie DSSAB	**	**	\$359	**	**	\$359
Cochrane DSSAB	\$451	\$361	\$359	80%	80%	\$361
Kenora DSSAB	\$494	\$395	\$359	73%	80%	\$395
Nipissing DSSAB	\$504	\$403	\$359	71%	80%	\$403
Parry Sound DSSAB	**	**	\$359	**	**	\$359
Thunder Bay DSSAB	\$503	\$402	\$359	71%	80%	\$402
Timiskaming DSSAB	**	**	\$359	**	**	\$359

The allowable rent tables for the Rental and Supportive component of the Affordable Housing Program are indexed annually

Source: 2010 Rental Market Survey, Canada Mortgage and Housing Corporation (CMHC) & MCSS.

Hint: N/U = No Universe, N/S = Not Sampled, \*\* = Suppressed by CMHC because data is not statistically reliable.

Modified OW Shelter Allowance = \$342 \* 105% = \$359 (assumes 1 person living in bachelor unit)

**Allowable Rents under the AHP by Service Manager Area – Table is for 2011 rents only.**

**Table 2: 2011 Allowable Rent for 1 Bedroom Apartments (subject to annual review)**

Service Manager	Average Market Rent (AMR)	20% Below AMR	Modified OW Shelter Allowance	Shelter Allowance Rates as a % of AMR	Allowable Rents as a % of AMR	Allowable Rent per unit per month
City of Brantford	\$695	\$556	\$462	66%	80%	\$556
City of Cornwall	\$572	\$458	\$462	81%	81%	\$462
City of Greater Sudbury	\$688	\$550	\$462	67%	80%	\$550
City of Hamilton	\$653	\$522	\$462	71%	80%	\$522
City of Kingston	\$781	\$625	\$462	59%	80%	\$625
City of Kawartha Lakes	\$741	\$593	\$462	62%	80%	\$593
City of London	\$704	\$563	\$462	66%	80%	\$563
City of Ottawa	\$877	\$702	\$462	53%	80%	\$702
City of Peterborough	\$747	\$598	\$462	62%	80%	\$598
City of St. Thomas	\$616	\$493	\$462	75%	80%	\$493
City of Stratford	\$635	\$508	\$462	73%	80%	\$508
City of Toronto	\$950	\$760	\$462	49%	80%	\$760
City of Windsor	\$626	\$501	\$462	74%	80%	\$501
County of Bruce	\$649	\$519	\$462	71%	80%	\$519
County of Dufferin	\$837	\$670	\$462	55%	80%	\$670
County of Grey	\$638	\$510	\$462	72%	80%	\$510
County of Hastings	\$704	\$563	\$462	66%	80%	\$563
County of Huron		n/s	\$462	n/s	n/s	\$462
County of Lambton	\$632	\$506	\$462	73%	80%	\$506
County of Lennox & Addington	\$653	\$522	\$462	71%	80%	\$522
County of Northumberland	\$767	\$614	\$462	60%	80%	\$614
County of Oxford	\$692	\$554	\$462	67%	80%	\$554
*** County of Renfrew	\$565	\$452	\$462	82%	82%	\$462
County of Simcoe	\$792	\$634	\$462	58%	80%	\$634
County of Wellington	\$772	\$618	\$462	60%	80%	\$618
County of Norfolk	\$615	\$492	\$462	75%	80%	\$492
Regional Municipality of Durham	\$803	\$642	\$462	58%	80%	\$642
Regional Municipality of Halton	\$940	\$752	\$462	49%	80%	\$752
Regional Municipality of Peel	\$946	\$757	\$462	49%	80%	\$757
Regional Municipality of Waterloo	\$740	\$592	\$462	62%	80%	\$592
Regional Municipality of York	\$925	\$740	\$462	50%	80%	\$740
Regional Municipality of Niagara	\$689	\$551	\$462	67%	80%	\$551
Municipality of Chatham-Kent	\$588	\$470	\$462	79%	79%	\$462
UC of Leeds & Grenville	\$629	\$503	\$462	73%	80%	\$503
UC of Prescott & Russell	\$566	\$453	\$462	82%	82%	\$462
District Municipality of Muskoka	\$716	\$573	\$462	65%	80%	\$573
Algoma DSSAB	\$571	\$457	\$462	81%	81%	\$462
Sault Ste. Marie DSSAB	**	**	\$462	**	**	\$462
Cochrane DSSAB	\$615	\$492	\$462	75%	80%	\$492
Kenora DSSAB	\$568	\$454	\$462	81%	81%	\$462
Nipissing DSSAB	\$650	\$520	\$462	71%	80%	\$520
Parry Sound DSSAB		**	\$462	**	**	\$462
Thunder Bay DSSAB	\$624	\$499	\$462	74%	80%	\$499
Timiskaming DSSAB	**	**	\$462	**	**	\$462

Note: The allowable rent tables for the Rental and Supportive component of the Affordable Housing Program are indexed annually

Source: 2010 Rental Market Survey, Canada Mortgage and Housing Corporation (CMHC) & MCSS.

Hint: N/U = No Universe, N/S = Not Sampled, \*\* = Suppressed by CMHC because data is not statistically reliable.  
 Modified OW Shelter Allowance = \$440 \* 105% = \$462 (accounts for uncertainty if 1 or 2 people live in a 1-bdrm unit)

**Allowable Rents under the AHP by Service Manager Area – Table is for 2011 rents only.**

**Table 3: 2011 Allowable Rent for 2 Bedroom Apartments (subject to annual review)**

Service Manager	Average Market Rent (AMR)	20% Below AMR	Modified OW Shelter Allowance	Shelter Allowance Rates as a % of AMR	Allowable Rents as a % of AMR	Allowable Rent per unit per month
City of Brantford	\$778	\$622	\$612	79%	80%	\$622
City of Cornwall	\$689	\$551	\$612	89%	89%	\$612
City of Greater Sudbury	\$840	\$672	\$612	73%	80%	\$672
City of Hamilton	\$786	\$629	\$612	78%	80%	\$629
City of Kingston	\$936	\$749	\$612	65%	80%	\$749
City of Kawartha Lakes	\$910	\$728	\$612	67%	80%	\$728
City of London	\$880	\$704	\$612	70%	80%	\$704
City of Ottawa	\$1,049	\$839	\$612	58%	80%	\$839
City of Peterborough	\$890	\$712	\$612	69%	80%	\$712
City of St. Thomas	\$730	\$584	\$612	84%	84%	\$612
City of Stratford	\$759	\$607	\$612	81%	81%	\$612
City of Toronto	\$1,135	\$908	\$612	54%	80%	\$908
City of Windsor	\$750	\$600	\$612	82%	82%	\$612
County of Bruce	\$763	\$610	\$612	80%	80%	\$612
County of Dufferin	\$970	\$776	\$612	63%	80%	\$776
County of Grey	\$757	\$606	\$612	81%	81%	\$612
County of Hastings	\$810	\$648	\$612	76%	80%	\$648
County of Huron		n/s	\$612	n/s	n/s	\$612
County of Lambton	\$737	\$590	\$612	83%	83%	\$612
County of Lennox & Addington	\$762	\$610	\$612	80%	80%	\$612
County of Northumberland	\$850	\$680	\$612	72%	80%	\$680
County of Oxford	\$952	\$762	\$612	64%	80%	\$762
*** County of Renfrew	\$667	\$534	\$612	92%	92%	\$612
County of Simcoe	\$904	\$723	\$612	68%	80%	\$723
County of Wellington	\$879	\$703	\$612	70%	80%	\$703
County of Norfolk	\$631	\$505	\$612	97%	97%	\$612
Regional Municipality of Durham	\$916	\$733	\$612	67%	80%	\$733
Regional Municipality of Halton	\$1,078	\$862	\$612	57%	80%	\$862
Regional Municipality of Peel	\$1,088	\$870	\$612	56%	80%	\$870
Regional Municipality of Waterloo	\$872	\$698	\$612	70%	80%	\$698
Regional Municipality of York	\$1,068	\$854	\$612	57%	80%	\$854
Regional Municipality of Niagara	\$815	\$652	\$612	75%	80%	\$652
Municipality of Chatham-Kent	\$684	\$547	\$612	89%	89%	\$612
UC of Leeds & Grenville	\$742	\$594	\$612	83%	83%	\$612
UC of Prescott & Russell	\$727	\$582	\$612	84%	84%	\$612
District Municipality of Muskoka	\$866	\$693	\$612	71%	80%	\$693
Algoma DSSAB	\$671	\$537	\$612	91%	91%	\$612
Sault Ste. Marie DSSAB	**	**	\$612	**	**	\$612
Cochrane DSSAB	\$742	\$594	\$612	83%	83%	\$612
Kenora DSSAB	\$799	\$639	\$612	77%	80%	\$639
Nipissing DSSAB	\$801	\$641	\$612	76%	80%	\$641
Parry Sound DSSAB		**	\$612	**	**	\$612
Thunder Bay DSSAB	\$763	\$610	\$612	80%	80%	\$612
Timiskaming DSSAB	**	**	\$612	**	**	\$612

Note: The allowable rent tables for the Rental and Supportive component of the Affordable Housing Program are indexed annually

Source: 2010 Rental Market Survey, Canada Mortgage and Housing Corporation (CMHC) & MCSS.

Hint: N/U = No Universe, N/S = Not Sampled, \*\* = Suppressed by CMHC because data is not statistically reliable.  
 Modified OW Shelter Allowance = \$583 \* 105% = \$612 (model assumes 3 people living in 2-bdrm unit)

**Allowable Rents under the AHP by Service Manager Area – Table is for 2011 rents only.**

**Table 4: 2011 Allowable Rent for 3 Bedroom Apartment (subject to annual review)**

Service Manager	Average Market Rent (AMR)	20% Below AMR	Modified OW Shelter Allowance	Shelter Allowance Rates as a % of AMR	Allowable Rents as a % of AMR	Allowable Rent per unit per month
City of Brantford	\$839	\$671	\$666	79%	80%	\$671
City of Cornwall	\$714	\$571	\$666	93%	93%	\$666
City of Greater Sudbury	\$923	\$738	\$666	72%	80%	\$738
City of Hamilton	\$942	\$754	\$666	71%	80%	\$754
City of Kingston	\$1,078	\$862	\$666	62%	80%	\$862
City of Kawartha Lakes	\$1,025	\$820	\$666	65%	80%	\$820
City of London	\$1,044	\$835	\$666	64%	80%	\$835
City of Ottawa	\$1,287	\$1,030	\$666	52%	80%	\$1,030
City of Peterborough	\$1,097	\$878	\$666	61%	80%	\$878
City of St. Thomas	\$781	\$625	\$666	85%	85%	\$666
City of Stratford	\$883	\$706	\$666	75%	80%	\$706
City of Toronto	\$1,331	\$1,065	\$666	50%	80%	\$1,065
City of Windsor	\$903	\$722	\$666	74%	80%	\$722
County of Bruce	\$767	\$614	\$666	87%	87%	\$666
County of Dufferin	\$1,078	\$862	\$666	62%	80%	\$862
County of Grey	\$807	\$646	\$666	82%	82%	\$666
County of Hastings	\$912	\$730	\$666	73%	80%	\$730
County of Huron	n/s	n/s	\$666	n/s	n/s	\$666
County of Lambton	\$942	\$754	\$666	71%	80%	\$754
County of Lennox & Addington	\$830	\$664	\$666	80%	80%	\$666
County of Northumberland	\$1,026	\$821	\$666	65%	80%	\$821
County of Oxford	\$732	\$586	\$666	91%	91%	\$666
County of Renfrew	\$670	\$536	\$666	99%	99%	\$666
County of Simcoe	\$1,066	\$853	\$666	62%	80%	\$853
County of Wellington	\$1,016	\$813	\$666	66%	80%	\$813
County of Norfolk	\$696	\$557	\$666	96%	96%	\$666
Regional Municipality of Durham	\$1,092	\$874	\$666	61%	80%	\$874
Regional Municipality of Halton	\$1,302	\$1,042	\$666	51%	80%	\$1,042
Regional Municipality of Peel	\$1,227	\$982	\$666	54%	80%	\$982
Regional Municipality of Waterloo	\$997	\$798	\$666	67%	80%	\$798
Regional Municipality of York	\$1,276	\$1,021	\$666	52%	80%	\$1,021
Regional Municipality of Niagara	\$918	\$734	\$666	73%	80%	\$734
Municipality of Chatham-Kent	\$694	\$555	\$666	96%	96%	\$666
UC of Leeds & Grenville	\$732	\$586	\$666	91%	91%	\$666
UC of Prescott & Russell	\$767	\$614	\$666	87%	87%	\$666
District Municipality of Muskoka	\$991	\$793	\$666	67%	80%	\$793
Algoma DSSAB	\$709	\$567	\$666	94%	94%	\$666
Sault Ste. Marie DSSAB	**	**	\$666	**	**	\$666
Cochrane DSSAB	\$833	\$666	\$666	80%	80%	\$666
Kenora DSSAB	**	**	\$666	**	**	\$666
Nipissing DSSAB	\$880	\$704	\$666	76%	76%	\$666
Parry Sound DSSAB	**	**	\$666	**	**	\$666
Thunder Bay DSSAB	\$915	\$732	\$666	73%	80%	\$732
Timiskaming DSSAB	**	**	\$666	**	**	\$666

\*\*\*

Note: The allowable rent tables for the Rental and Supportive component of the Affordable Housing Program are indexed annually

Source: 2010 Rental Market Survey, Canada Mortgage and Housing Corporation (CMHC) & MCSS.

Hint: N/U = No Universe, N/S = Not Sampled, \*\* = Suppressed by CMHC because data is not statistically reliable.  
 Modified OW Shelter Allowance = \$634 \* 105% = \$666 (model assumes 4 people living in 3-bdrm unit)

**Allowable Rents under the AHP by Service Manager Area – Table is for 2011 rents only.**

**Table 5: 2011 Allowable Rent for 4+ Bedroom Apartments (subject to annual review)**

Service Manager	Average Market Rent (AMR)	20% Below AMR	Modified OW Shelter Allowance	Shelter Allowance Rates as a % of AMR	Allowable Rents as a % of AMR	Allowable Rent per unit per month
City of Brantford	**	**	\$717	**	**	\$717
City of Cornwall	**	**	\$717	**	**	\$717
City of Greater Sudbury	**	**	\$717	**	**	\$717
City of Hamilton	**	**	\$717	**	**	\$717
City of Kingston	\$1,963	\$1,570	\$717	**	**	\$1,570
City of Kawartha Lakes	**	**	\$717	**	**	\$717
City of London	**	**	\$717	**	**	\$717
City of Ottawa	\$1,869	\$1,495	\$717	38%	80%	\$1,495
City of Peterborough	\$1,068	\$854	\$717	**	**	\$854
City of St. Thomas	**	**	\$717	**	**	\$717
City of Stratford	**	**	\$717	**	**	\$717
City of Toronto	\$2,180	\$1,744	\$717	33%	80%	\$1,744
City of Windsor	**	**	\$717	**	**	\$717
County of Bruce	**	**	\$717	**	**	\$717
County of Dufferin	**	**	\$717	**	**	\$717
County of Grey	**	**	\$717	**	**	\$717
County of Hastings	**	**	\$717	**	**	\$717
County of Huron	**	**	\$717	**	**	\$717
County of Lambton	**	**	\$717	**	**	\$717
County of Lennox & Addington	**	**	\$717	**	**	\$717
County of Northumberland	**	**	\$717	**	**	\$717
County of Oxford	**	**	\$717	**	**	\$717
County of Renfrew	**	**	\$717	**	**	\$717
County of Simcoe	**	**	\$717	**	**	\$717
County of Wellington	\$1,053	\$842	\$717	68%	80%	\$842
County of Norfolk	**	**	\$717	**	**	\$717
Regional Municipality of Durham	**	**	\$717	**	**	\$717
Regional Municipality of Halton	**	**	\$717	**	**	\$717
Regional Municipality of Peel	\$1,342	\$1,074	\$717	53%	80%	\$1,074
Regional Municipality of Waterloo	**	**	\$717	**	**	\$717
Regional Municipality of York	**	**	\$717	**	**	\$717
Regional Municipality of Niagara	**	**	\$717	**	**	\$717
Municipality of Chatham-Kent	**	**	\$717	**	**	\$717
UC of Leeds & Grenville	**	**	\$717	**	**	\$717
UC of Prescott & Russell	**	**	\$717	**	**	\$717
District Municipality of Muskoka	**	**	\$717	**	**	\$717
Algoma DSSAB	**	**	\$717	**	**	\$717
Sault Ste. Marie DSSAB	**	**	\$717	**	**	\$717
Cochrane DSSAB	**	**	\$717	**	**	\$717
Kenora DSSAB	**	**	\$717	**	**	\$717
Nipissing DSSAB	**	**	\$717	**	**	\$717
Parry Sound DSSAB	**	**	\$717	**	**	\$717
Thunder Bay DSSAB	**	**	\$717	**	**	\$717
Timiskaming DSSAB	**	**	\$717	**	**	\$717

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Note: The allowable rent tables for the Rental and Supportive component of the Affordable Housing Program are indexed annually

Source: 2010 Rental Market Survey, Canada Mortgage and Housing Corporation (CMHC) & MCSS.

Hint: N/U = No Universe, N/S = Not Sampled, \*\* = Suppressed by CMHC because data is not statistically reliable.

Modified OW Shelter Allowance = \$683 \* 105% = \$717 (model assumes 5 people living in 4-bdrm unit)

Return to Report

Ministry of Community and  
Social Services

Ministère des Services  
Sociaux et Communautaires



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February 7, 2011

MEMORANDUM TO: Ontario Works Administrators  
- CMSMs and DSSABs

FROM: Erin Hannah  
Director, Ontario Works

RE: Revised Ontario Works Funding Approach

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As you are aware, through the Provincial-Municipal Fiscal & Service Delivery Review (PMFSDR), the province committed to working with our Ontario Works delivery partners to review Ontario Works funding and recommend principles to guide revisions to the funding approach.

Over the past year, the Ministry of Community and Social Services has worked with its municipal and First Nations delivery partners to review the current approach to funding Ontario Works. I would like to take this opportunity to thank members of the provincial-municipal Ontario Works Funding Principles Working Group for their input in this process under the umbrella of the Human Services Implementation Steering Committee. The discussions provided the ministry the opportunity to hear from our delivery partners on the challenges with the current approach to funding and the opportunities to revise our approach.

With respect to the current approach to funding, the key challenges raised during the course of the funding review included:

- Funding is historically based and unresponsive to key program cost drivers, which has led to an inequitable distribution of available funding;
- Funding does not wholly account for evolving program responsibilities and legislated requirements;
- Funding does not account for unique program delivery needs, particularly in low-population density areas; and,
- The funding approach adds complexity to program management.

As per the PMFSDR commitment, the ministry's funding review partners developed principles to underpin a coherent Ontario Works funding approach that supports equity, responsiveness and effective program delivery. Please see Appendix for the guiding principles.

Based on the input received from our funding review partners, the ministry is planning to implement a revised funding approach for Ontario Works effective April 1, 2011. The following are the key elements of the revised approach:

- Ontario Works administration and employment assistance funding are consolidated into one Program Delivery funding allocation for the purposes of program management. This change provides delivery agents the flexibility to determine how best to allocate funding for all aspects of program delivery, while simplifying program operations (e.g., financial reporting).
- Current cost-sharing, cost-recovery and upload commitments are upheld within the single Program Delivery funding allocation by identifying a portion which is cost-shared at 50/50 and a portion that is subject to the upload.
- Provincial expenditure requirements and the distribution of funding utilize an established provincial subsidy per case of \$2,016.
- Caseload is determined based on the standard Ontario Works caseload and a supplementary caseload made up of mandatory service requirements that are not reflected in the standard caseload. This includes:
  - Applicants found ineligible during the intake process or who discontinued their application during intake;
  - Emergency assistance recipients;
  - ODSP participants participating in Ontario Works employment assistance; and,
  - Cases referred by Ontario Works delivery agents to ODSP.
- Program Delivery funding allocations are derived based on a two-year monthly average standard and supplementary caseload (September 2008 – October 2010) and the provincial subsidy per case.
- Program Delivery funding allocations are aligned with the two-year Ontario Works business cycle and updated at the start of each new cycle. However, the ministry will continue to flow the municipal share of the upload on an annual basis.
- Outcomes will be expanded to include service delivery measures over time.

With these changes, the ministry will be replacing a funding approach that was developed under General Welfare Assistance with a modernized approach that will support effective and efficient program delivery.

Consistent with the principles endorsed by the funding review partners, the planned funding approach:

- Provides for a consistent, partnership-based approach to funding Ontario Works across the service delivery network that treats all municipal and full delivery First Nations the same when determining the provincial and delivery partner shares.
- Creates equity in the distribution of program funding to support effective program delivery by establishing a set provincial cost per case.
- Upholds the commitment to upload the municipal share of overall employment assistance costs.
- Allows for greater flexibility and simplicity in budget planning and reporting through a single funding allocation. This means delivery partners will determine where funds are used to best support program delivery and have the ability to reallocate among eligible costs as needed.
- Provides for a transparent and responsive approach by linking program funding to key program cost drivers, including recognition of northern and rural/remote factors.
- Supports effective service planning and stability in program delivery by aligning funding with the two-year Ontario Works business cycle.

Achieving an equitable and reasonable funding approach that can best support the overall program goal of helping people prepare for and find jobs comes with the need for increased investments for the ministry and delivery partners.

In fact, the revised funding approach entails a significant investment into 50/50 cost-shared funding by the ministry, which generally means delivery partners will need to increase their investment to fully leverage the increase in available provincial funding.

As you know, many municipal delivery partners experienced fiscal pressures in 2010 as a result of the economic downturn and Ontario Works caseload growth. Recognizing these pressures, the ministry recently provided one-time in-year funding to those municipalities that contributed above the cost-shared funding for Ontario Works administration in 2010.

Leading up to the implementation of the new funding approach, the ministry will also be providing additional one-time in-year funding to address municipal expenditures above the cost-shared administration funding in the first quarter of 2011.

Despite the increase in available provincial funding, there are a small number of delivery partners that will see a decrease in overall provincial funding. There will also be some delivery partners that will need to invest more to maintain 2010 funding levels, before leveraging any new funding.

Recognizing the challenges inherent in introducing a revised funding approach as of April 1, 2011, the ministry has identified a transition strategy to support planning for and alignment with the new funding approach. Under this strategy, the ministry will provide a portion of the municipal contribution at 100% provincial cost for the first two-year funding cycle to those delivery partners that will see a decrease in overall provincial funding or need to invest more to maintain their current funding level.

The transition strategy is aimed at assisting delivery partners in adapting their local service planning to the new funding approach by allowing a full two years for adjustment. The ministry will continue to work together with delivery partners over the course of the first funding cycle to support the transition going forward.

As you may know, the Ontario Municipal Partnership Fund (OMPF) is designed to respond to the individual circumstances of each municipality, including the municipal share of social programs costs such as Ontario Works program delivery. To ensure that the OMPF remains up to date and responsive to changing local circumstances, the most recent data that are available prior to the annual release of the program are included in the calculation of individual OMPF allocations. As a result, changes resulting from this new funding approach to Ontario Works program delivery costs will be reflected in the OMPF calculations starting with the 2012 program year. Please note that decisions regarding 2010 and 2011 reconciliation have not yet been finalized. Should you have questions regarding the OMPF, please contact the Ministry of Finance.

The ministry will be sending individual communications to each delivery partner later this week. This will identify your notional Program Delivery planning allocation for 2011/12 and details regarding the transition strategy where applicable. We are also working with our Regional Offices to coordinate regional sessions over the course of February and March 2011, which will provide the opportunity to present the planned funding approach in detail and review the changes to related business products (e.g., Consolidated Budget Package).

We are looking forward to our discussions during the regional sessions in February and March, 2011. Should you have questions in the interim, please contact your Regional Office representative.

Sincerely,

*Original signed by*

Erin Hannah

- c. Maxine Daley, Director, Social Assistance and Municipal Operations Branch  
MCSS Regional Directors  
Municipal and First Nations Service Managers  
Kira Heineck, OMSSA  
Jeff Bowen, Manager, Ontario Works Branch  
Karl Frost, Team Lead, Ontario Works Branch

## Appendix: Guiding Principles

- Partnership-Oriented – Recognizes the Province, municipalities, district social services boards and First Nations work in partnership in the delivery of the Ontario Works program.
- Flexible – Recognizes differences in service delivery models and varying local capacity, and supports integrated service planning and delivery at the community level.
- Outcome-Focused – Performance-based, focusing on the achievement of client outcomes, providing an incentive for service delivery partners to pursue continuous improvement, allowing for in-year realignment based on unanticipated events, and supporting corrective action where required.
- Equitable - Reflects a fair distribution of funding across the provincial service delivery system.
- Stable – Recognizes funding stability is critical for efficient and effective program management.
- Responsive – Anticipates and responds to key cost drivers, as well as unique caseload and geographic characteristics.
- Transparent – Simple and logical, clearly indicating the basis on which funding is distributed.
- Accountable – Respects the roles and responsibilities of delivery partners and the Ministry in the accountability relationship.
- Cost-Effective – Promotes value for money in the use of public funds to support agreed upon service delivery standards.



## *Quick Connect*

Ontario Municipal Social Services Association (OMSSA)  
L'Association des Services sociaux  
des Municipalités de L'Ontario

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*To the attention of OMSSA Members*

February 7, 2011

### Introduction

The Ontario Works Branch of the Ministry of Community and Social Services announced today a series of sweeping changes to the approach to funding Ontario Works (i.e., administration and employment assistance) including a significant commitment of welcomed new funding.

Today's announcement addresses long-standing issues in the approach to funding Ontario Works. These changes are planned to take effect with the new provincial fiscal year beginning April 1, 2011. Today's news also follows on the recently committed new funding for cost of OW administration for the 2010-11 provincial fiscal year.

### Long-term funding changes

Beginning in the 2011-12 fiscal year, the provincial funding for program delivery will increase by approximately \$160 million dollars per year for municipal delivery agents, based on a new approach and funding formula.

These changes include:

- Ontario Works administration and employment assistance funding will be consolidated into a single Program Delivery funding allocation for the purposes of program management.
- Delivery agents will have the flexibility to determine how best to allocate their single Program Delivery funding allocation for all aspects of program delivery.
- Current cost-sharing, cost-recovery, and upload commitments stemming from the Provincial-Municipal Fiscal and Service Delivery Review (currently the Employment Assistance envelope which follows the same upload schedule set out in 2008) will be upheld within the single Program Delivery funding allocation, which will identify the allocation portion that is cost-shared at 50-50 and the portion that is subject to the upload.
- The provincial cost-per-case subsidy will be set at \$2,016.
- Caseload calculations will be determined based on adding to the standard Ontario Works caseload a supplementary caseload composed of other mandatory service requirements not reflected in the standard caseload such as:
  - Applicants who are found to be ineligible during the intake process or who discontinued their application during intake
  - Emergency assistance recipients
  - ODSP participants participating in Ontario Works employment assistance
  - Cases referred by Ontario Works delivery agents to ODSP

- Program Delivery funding allocations will be based on a two-year monthly average standard and supplementary caseload, using the period September 2008 to October 2010 for 2011-12 allocations, and the provincial subsidy per case.
- Program Delivery funding allocations will be aligned with the two-year Ontario Works business cycle and will be updated at the start of each new cycle. The municipal share of the PMFSDR upload, however, will be flowed from the ministry on an annual basis.
- Outcomes will be expanded to include service delivery measures over time.

As well, leading up to the implementation in April, MCSS will be providing additional one-time in-year funding to address municipal expenditures above the cost-shared administration funding in the first quarter of 2011.

In recognition of the fact that there will be negative financial impacts on some CMSMs and DSSABs, the government is implementing a two-year transition strategy to help service managers adapt their local service planning to the new funding approach. Under this strategy, the ministry will provide a portion of the municipal contribution at 100 percent provincial cost for the first two-year funding cycle to those service managers that will either see a decrease in overall provincial funding or will need to invest more to maintain their current funding level.

MCSS will be sending individual allocations to each service manager this week, with information on the notional Program Delivery planning allocation for 2011-12 and details regarding the transition strategy where relevant.

Finally, to help CMSMs and DSSABs understand the new funding model and the new reporting mechanisms changes, MCSS will hold training sessions during February and March. We expect that there will be about 10 sessions across the province, coordinated by the MCSS Regional Offices.

## Analysis

The forthcoming changes announced by MCSS represent a bold step for the government, although they will have differential financial impacts across the province, depending on the current local cost-of-admin ratio. Some service managers will clearly benefit from these changes, while others will not. OMSSA members will no doubt need some time to analyze the impact of these changes on their different local circumstances.

For almost as long as CMSMs and DSSABs have administered the OW program, there have been concerns about the inadequacy of the funding levels for both the caseloads themselves and the cost of administration. The funding deficiencies were exacerbated during the recent recession, when rising caseloads put much stress on the service managers' capacity to administer OW properly. For most CMSMs and DSSABs, the 50-50 cost-of-admin ratios had shifted far out of alignment. These funding changes are intended to bring the supports for the delivery and administration of the OW system back into line with the intended 50-50 cost-share ratio.

From a provincial-wide perspective, these changes are a recognition of the commitment that CMSMs and DSSABs have made to service delivery in terms of service quality and financial investments of 100 percent municipal dollars above and beyond the investments that are required legislatively.

The consolidation of program delivery and administration funding into a single envelope are meant to give CMSMs and DSSABs flexibility to determine how best to allocate funding for all aspects of program delivery, while at the same time simplifying program operations, such as financial reporting. In other words, although the specific funding amount includes a portion identified as 50 percent funding and a portion that is subject to the continual upload, service managers will not be held accountable to spend their allocations along these exact proportions. (If they need to spend more on caseload and less on administration, they have the flexibility to do so.)

With much talk about moving towards an outcomes-based accountability framework in the province, we note the creation of a new outcome to be associated with service delivery standards. This outcome would be added to those about current earnings and employment outcomes. Our conversations with the Ministry have made clear that the specific definition and implementation of this outcome will be developed with the engagement of service managers, so as to identify the right measures and test the reliability of the data. As well, OMSSA understands that this new outcome would only be introduced after the implementation of MCSS's new technology solution.

Clearly, this announcement will have mixed impacts on service managers across the province, and the Ministry has acknowledged as much. By providing the additional in-year funding and by implementing a comprehensive two-year transition funding strategy, the government is seeking to lessen the negative impacts to the local budgets. It will be important for OMSSA and those CMSMs and DSSABs most negatively affected to continue to monitor the changes and the overall financial implications of these changes.

It is also important to note that the timing of this announcement might pose challenges to those CMSMs and DSSABs that are well into their 2011 budget planning or have already received budget approval. With their local funding levels set, service managers might not be able to return to their respective councils and boards to secure the additional municipal contributions that will be required to maximize the new provincial dollars for this year.

Finally, OMSSA is pleased that these changes mark another step towards the government fulfilling its commitments made in the Provincial Municipal Fiscal and Service Delivery Review from 2008. Through the work of the OW Funding Principles Working Group of the Human Services Implementation Steering Committee, service managers, through AMO and the City of Toronto, were able to make a strong case for the need to transform the way OW is funded. There will be, to be sure, questions about the particular formulas and calculations for OW funding, but seen in the context of the new Long-term Affordable Housing Strategy and the new relationship between CMSMs and DSSABs and the Ministry of Education, these changes reinforce the on-going maturation of the relationship between service managers and their provincial partners, in which service manager concerns are taken seriously.

## **Rural and Northern Context**

Today's changes also include the introduction of a northern, rural, and remote adjustment that will:

- Adjust the supplemental caseload figures of any DSSAB or CMSM in MCSS’s North or North-Eastern Region by a factor of 10 percent; and
- Adjust the supplemental caseload figures of rural/remote CMSMs or DSSABs based on a rural factor of up to 10 percent. (The measurement of “rural” will be based on census population data, though the specific calculations were not identified.)

It is clear that even with these important adjustments, which will allow some areas that qualify for both the northern and rural/remote designation to increase their caseload numbers by up to 20 percent, that some CMSMs and DSSABs will still face challenges with this new approach based on their own local economic circumstances.

As well, as the provincial upload of OW proceeds, the combined effect of reducing employment assistance funding while increasing cost of administration funding for many CMSMs and DSSABs might change the total amount of municipal dollars being uploaded for many service managers. This could have particular financial impacts on those municipalities that receive funding through the Ontario Municipal Partnership Fund (OMPF). OMSSA has learned that changes to OW funding will be reflected in the 2012 OMPF allocations and no decisions regarding reconciliation for 2010 or 2011 have yet been made.

The new designations also point to the need for definitional clarity around what areas are “rural” and “remote.” The Ministry has said that it would use census population data, though it provided no specifics on this measurement. The fact is that almost every member of OMSSA has at least some part of their geography that can be described as “rural,” with small towns and hamlets scattered across a wide area—even in areas not typically seen as rural. There are already multiple definitions of rural in use across multiple ministries, and we will work to ensure that the definition applied by MCSS is as beneficial as possible to all CMSMs and DSSABs.

## Next Steps

The increased service manager flexibility for administering and delivering OW shines a light on one of OMSSA’s strategic focuses for 2011, namely to increase member capacity to address major policy changes. Today’s announcement clearly represents such a major change, and we will begin to explore ways to work with all of our members to ensure a high level of local capacity to manage change and to maximize opportunity.

We understand that OMSSA members will need time to fully study today’s changes and understand how they will affect their local circumstances. We encourage all members to share their local analyses with us as we engage in the following next steps:

- Prepare an OMSSA brief that more deeply analyzes today’s announcement, with a particular focus on understanding the impacts on rural and northern service managers and other areas with more challenging financial situations
- Prepare supporting materials to assist members when they engage in the MCSS briefing sessions later this winter
- Continue to represent our member’s voices at various MCSS and provincial government tables

*For further information, please contact:*  
David Rennie, President

*Kira Heineck, Executive Director*

OMSSA Quick Connect  
MCSS Announcement of Ontario Works funding changes February 7, 2011

4

**CHILD CARE SERVICES REPORT**

Prepared by: Judy Mulvihill, Manager of Child Care Services

Prepared for: Social Services Committee

March 10, 2011

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**INFORMATION**1. Integration Coordinators Statistics

The monthly statistical report for Integration Services for February 2011 is attached as Appendix CC-I.

This statistical report indicates the number of children presently being served through the special needs Integration Services. Specifically, this report indicates the number of children on the wait list, the number of children receiving resource funding and the number of children on the wait list for resource funding.

2. Child Care Eligibility Coordinator Report

The statistical report of the Child Care Eligibility Coordinators for January 2011 is attached as Appendix CC-II. This report indicates the number of families and children on the Eligibility Coordinators caseload who are receiving fee subsidy for the month.

Report respectfully submitted.

Return to Report

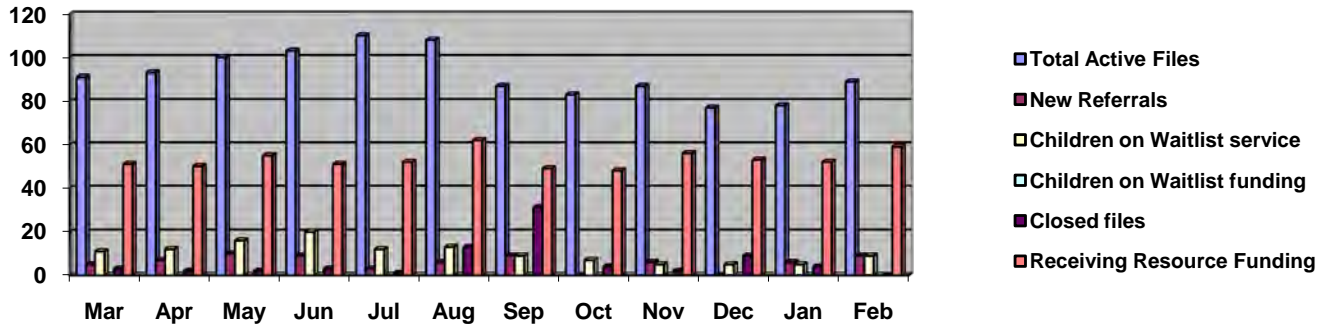
**COUNTY OF RENFREW CHILD CARE  
SPECIAL NEEDS RESOURCING SERVICES STATISTICS**

**Date:** March 10, 2011

**Statistics as of:** February 25, 2011

**For the Month of:** February 2011

	2010											2011	
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Total Active Files	91	93	100	103	110	108	87	83	87	77	78	<b>89</b>	
New Referrals	5	7	10	9	3	6	9	0	6	0	6	<b>9</b>	
Children on Waitlist service	11	12	16	20	12	13	9	7	5	5	5	<b>9</b>	
Children on Waitlist funding	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	
Closed files	3	2	2	3	1	13	31	4	2	9	4	<b>0</b>	
Receiving Resource Funding	51	50	55	51	52	62	49	48	56	53	52	<b>59</b>	



**Active files:** Children receiving support from an Integration Coordinator.

**Wait List:** Children waiting to receive support or may be waiting for resource funding, but no space is available at a licensed child care agency. Files do not become active until all required documentation is complete.

**Resource Funding:** Funding allocated to a licensed child care facility to hire a “special needs resource teacher” to support the integration of the child into the program.

<b>TOTAL WITHDRAWALS FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):</b>	<b>7</b>	
<b>TOTAL INELIGIBLE FOR ONGOING FAMILIES ONLY (2011 CUMULATIVE):</b>	<b>2</b>	
<b>REASONS:</b>		
<u>1</u> Moved out of jurisdiction		Documentation not provided
<u>        </u> Parental Leave		Child above maximum age
<u>        </u> Income in Excess		Parent not willing to pay fee
<u>        </u> No further contact		Suitable child care not found
<u>1</u> Child removed	<b>1</b>	Care no longer required
<u>        </u> Income verification not received	<b>1</b>	Withdrawal without notice
<u>        </u> Work not found		Terminated from waitlist
<u>        </u> Activity criteria not met	<b>5</b>	Other

CURRENT COUNTY WAITLIST TOTAL:

**299**

COMMENTS:

MONTHS	2010		2011	
	FAMILIES	CHILDREN	FAMILIES	CHILDREN
JANUARY	321	471	337	473
FEBRUARY	332	485		
MARCH	334	490		
APRIL	340	493		
MAY	350	503		
JUNE	355	511		
JULY	340	499		
AUGUST	338	501		
SEPTEMBER	346	507		
OCTOBER	329	467		
NOVEMBER	330	470		
DECEMBER	329	470		

Prepared By:

Angela Cybulski-Picard - Intake Coordinator, Child Care Services

Date:

February 23, 2011

**ONTARIO WORKS DIVISION REPORT**

Prepared by: Chery Leigh, Ontario Works Manager

Prepared for: Social Services Committee

March 10, 2011

**INFORMATION**

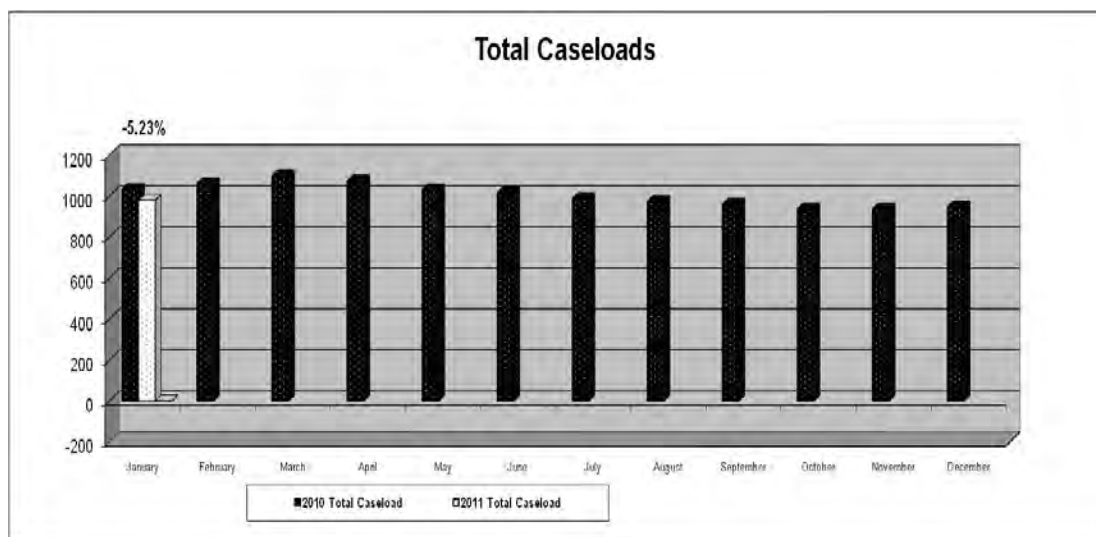
The following is a brief summary of activities that occurred during February 2011:

Note: Statistical Information not available at time of mailing.

1. Caseload Statistics

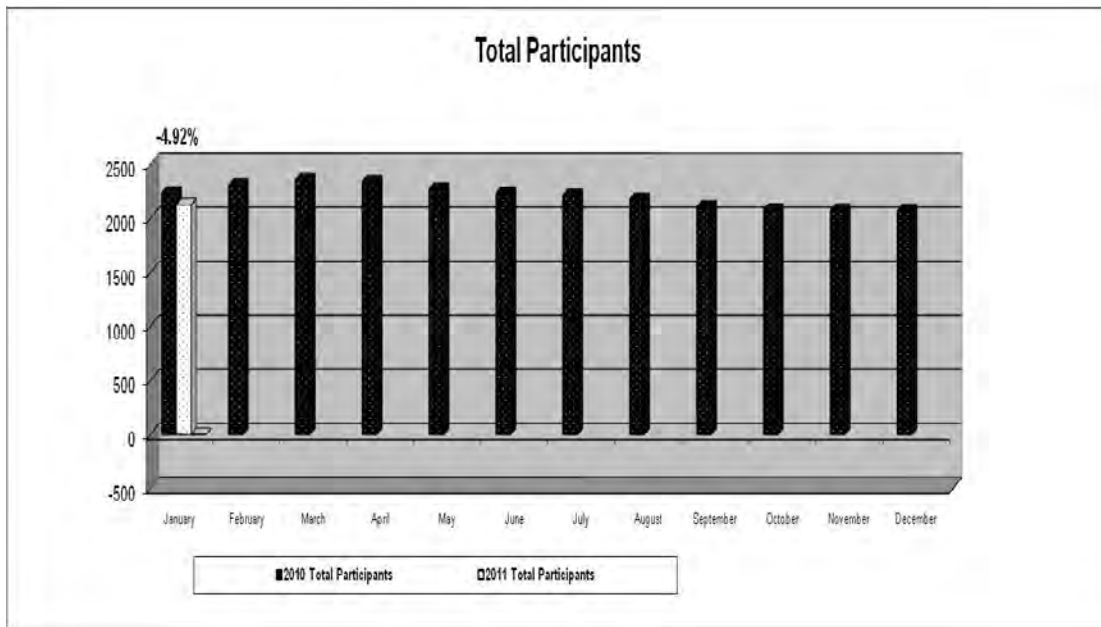
2010 and 2011 Monthly  
Ontario Works Caseload  
Comparison

	<b>2010 Total Caseload</b>	<b>2011 Total Caseload</b>	<b>Percentage of Change</b>
January	1033	979	-5.23%
February	1061		
March	1099		
April	1073		
May	1030		
June	1015		
July	986		
August	973		
September	959		
October	937		
November	936		
December	947		



2010 and 2011 Monthly  
Ontario Works Participant  
Comparison

	2010 Total Participants	2011 Total Participants	Percentage of Change
January	2235	2125	-4.92%
February	2302		
March	2356		
April	2340		
May	2270		
June	2232		
July	2212		
August	2176		
September	2103		
October	2075		
November	2074		
December	2071		



2. Project Fund Updates for 2011

<b>Name of Project</b>	<b>Number of Applications to Date in 2011</b>	<b>Total Number of Families Approved to Date in 2011</b>	<b>Monthly Expenditure</b>	<b>Approx Funds Remaining</b>	<b>Program Budget</b>
“Staying Put”	14	14	\$10,244.20	\$93,365.80	\$103,610
Emergency Transient Assistance	3	3	\$173.48	\$826.52	\$1,000
Emergency Energy Fund	2	2	\$2,533.20	\$13,786.80	\$16,320
Rent Bank Program	0	0			\$32,127.30

3. Staffing

At the last meeting, Committee was informed that an external competition for the backfilling of a Customer Service Representative for Pembroke Site closed January 31, 2011, with approximately 150 applications. Due to staff returning to work earlier than expected, this competition was cancelled.

4. Supportive Approaches to Innovative Learning (SAIL)

The SAIL Committee (in-house) delivered a one-day training session for all staff in the month of February. The session involved a review of Modules 4 & 5 of the SAIL curriculum. Staff received training on social marketing, social inclusion, and ways to increase awareness of the issues faced by low-income families. The SAIL sessions provided a welcome reminder of the reason staff come to work each day and an opportunity to reflect upon and enhance the soft skills required to deliver social services effectively.

5. Ontario Works Policy and Procedure Manual (OW Toolkit)

In the month of February all Ontario Works staff received 2 days of training on the new Ontario Works Toolkit. The Toolkit is comprised of local policies which include hyperlinks to Directives, Standard Operating Procedures, Ministry Communication Updates and Memos, and local forms. The training was delivered by the Policy & Procedure Committee who had participated in the development of the policies and who will be responsible for keeping the policies up to date. The training was very well received by all staff.

6. Ontario Works Financial Audit

Pembroke Site was host to two auditors in the month of January 2011. Karen Black from Scott, Rosien and Dempsey was on site on January 13, 2011 to conduct a review of 2010 Ontario Works payments to clients. This audit was part of the overall County of Renfrew financial audit.

On January 24, 2011, Paul LeBrun, Provincial Review Officer from the Ministry of Community and Social Services attended the office to conduct an Ontario Works compliance review – Application for Payment of Monthly Provincial Subsidy December 2009.

Both auditors had provided a list of randomly selected files from all sites which were pulled and made available for review. Mr. LeBrun assessed staff's compliance with Ministry Directives for the 2009 calendar year. Specifically Mr. LeBrun reviewed payment issuance, staff notes regarding eligibility, and verification of client expenditures. Mr. LeBrun has now provided a full report. In conclusion, all sections of the claims examined were in good order and the cases sampled indicated that the assistance was issued in accordance with the Ontario Works Act, Regulations and Policy Directives. Therefore, there will be no financial recovery nor is any further action required for the cases audited.

A verbal report from Scott, Rosien and Dempsey was very positive.

We would like to take this opportunity to recognize staff on their accomplishments in continuing to maintain integrity and great organizational skills for files and software (SDMT) in the delivery of social services for the County of Renfrew.

7. Emergency Social Services – Red Cross

Canadian Red Cross  
Disaster Management Program  
Renfrew County  
Submitted by Alistair Hensler, Manager of Disaster Management

Further to our report dated August 13, 2010, which summarized the progress of the Disaster Management Program since March, 2008, the following is an update on the 2010-2011 objectives as set out in that report.

Recruitment and Training of Volunteers: Expect no difficulty adding ten new volunteers to the Disaster Management Team. Indeed, ten volunteers have been interviewed and processed and six have already received the basic course. In addition, all incoming Disaster Management volunteers receive First Aid training which is financed solely by the Red Cross. Several volunteers with supervisory potential have also been identified. Two have attended second level courses, bringing the supervisory cadre to five. Additional second level courses will be available throughout the Spring, 2011. One volunteer has been trained as an instructor. Instructors receive biannual recertification to ensure they remain current on all aspects of the Disaster Management Program. Related costs are absorbed by the Red Cross. The instructor's presence will benefit both the County and Eastern Region. The instructor has already facilitated two basic training courses in Ottawa in which some of the new volunteers mentioned above participated.

Recruitment is an ongoing process in order to expand the team and to replace volunteers who depart for various reasons. The optimum level of volunteers that we will be striving to attain over the next four years is 40. That number is based on population and area.

Shelter Surveys: Six of the eight projected surveys have been completed and several are planned in the next three months. These surveys have been requested by municipalities within the County. To date we have not received any specific requests from the County for surveys. The Disaster Management Team has developed a respected level of expertise in the completion of surveys.

Personal Preparedness Workshops: These workshops continue to be promoted throughout the County, however, the number of requests from the public, institutions, organizations, etc., remains low. Five of the 12 objectives have been completed. It is expected that a recently-identified interest by seniors' residences will help move us towards our objective.

Management of the Disaster Management Program: A new coordinator, Rob Burns, was introduced to County officials in September and he is now fully engaged with the Disaster Management Team. Through visits to the County and meetings with the Team he will ensure that these objectives move forward. Mr. Burns and the Team will continue to promote the program through public events, such as Expo 150.

Activities Supplementary to Objectives: The Personal Disaster Assistance Team (PDAT) will continue to be maintained and supported. The PDAT is comprised of Disaster Management volunteers who maintain 24/7 standby to answer calls from emergency services for assistance to individuals or families who are made homeless by fires or similar smaller-scale incidents anywhere in the County. The PDAT provides direct aid in the form of temporary accommodation and meals for up to 72 hours as well as clothing, medication, eye glasses and other basic necessities. In callouts in the County in the period covered by this report the PDAT has provided approximately \$4960 in direct aid to clients. ~ The acquisition of supplier agreements will continue on an as-needed basis and a process for regular review and update is in place. ~ A second site for prepositioned emergency supplies will be identified.

8. Article in Toronto Star

Appendix OW-I – Receive as information.

9. Social Services Solutions Modernization Project (SSSMP) Update

A handout will be available at the time of the meeting.

10. The New Ontario Works Funding Approach

A handout will be available at the time of the meeting for review and discussion specific to Renfrew County.

Report respectfully submitted.

STAR EXCLUSIVE

# City eyes high-tech welfare cheques

'Debit' cards would let recipients avoid payday lenders' fees

**DANIEL DALE**  
URBAN AFFAIRS REPORTER

Toronto has taken a first step toward replacing welfare cheques with reloadable electronic cards similar to debit cards, a move that would allow thousands of welfare recipients to avoid payday lenders' high cheque-cashing fees.

Welfare cards have been successfully adopted in several U.S. states. But they have occasionally generated controversy: American politicians such as former California governor Arnold Schwarzenegger have sought to prohibit their use everywhere from casinos to tattoo parlours, prompting anti-poverty groups and civil libertarians to argue that they should not be enlisted to monitor or control the behaviour of the poor.

Toronto employment and social services general manager Heather MacVicar minimized the possibility of such restrictions here, saying Canadian privacy law would prevent governments from tracking cardholders' spending habits.

"In Canada, we don't have the legislative right to track those kinds of things that way. Nor should we, quite frankly. And we wouldn't want to," MacVicar said. "That's not the issue here. The issue here is an improvement in service, and the ability of people to access their funds."



# Welfare recipients preferred debit cards

CARDS from A1

About two-thirds of Toronto's 110,000 monthly Ontario Works payments are made via direct bank deposit. Cards would be distributed instead of the cheques now sent to the welfare recipients who do not receive direct deposits, many of whom do not have bank accounts.

The adoption of cards is not imminent. The city has asked interested companies to answer 37 preliminary questions by Feb. 18, one on how long it would take to establish a card system.

MacVicar called the request "purely exploratory."

"There are other jurisdictions in the States and in Europe that have these kinds of benefit cards, so there are examples that are around. The Canadian context is very different in terms of our legislation," she said. "So what we're looking for is: in the Canadian context, are there options that would fit our environment and are workable?"

Lidia Monaco, acting executive director of St. Christopher House, said cards would help welfare recipients both by letting them escape "huge fees from the Money Marts of this world" and by allowing them to collect their payments faster. Alberta welfare recipients who were given cards in a 2006 pilot project overwhelmingly preferred them to cheques.

Welfare policy expert John Stapleton said the city and card companies would be wise to design Toronto's system to address concerns likely to be raised by Conservatives and Liberals.

Though "no one will do anything but yawn" when cards eventually replace cheques, he said, card systems "carry the baggage of highly charged and iconic imagery."

"The right will say, 'So now we are going to give out gift cards to welfare recipients to enhance their shopping experience — how convenient! What's next, Aeroplan points for collecting welfare?'"

"The left will then darkly talk about Big Brother and the ability to monitor recipients through clandestine information systems and force them to buy broccoli instead of pizza," he said.

PIN-based cards are more secure than cash. Using cards will also eliminate cheque costs, but the city is not yet sure how much a card system would cost.

"One would think that if you're dealing with an electronic system versus a paper system, then it's going to be less expensive," MacVicar said.

*Toronto Star*  
*January 2011*

ONTARIO WORKS



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## New 2011 Ontario Works Funding Approach

### Highlights:

- Previous funding was based on each delivery agent's percentage share of the 1995 provincial caseloads. Now based on the previous two years. 2011 & 2012 funds will be based on 2008 (October) to 2010 (September) provincial caseload.
- PMFSDR/AMO/DARG/Auditor's Report → brought this change for a new funding approach.
- Single funding allocation that respects two cost-sharing & cost-recovery arrangements.
- 50/50 portion is expenditure-based funding, upload funding portion is outcomes-based funding.
- Funding will be set at \$2,016.00 provincial subsidy per case – no longer separated between admin and employment subsidy per case.
- 2010 = \$1,800.00 per case and 2011 = \$2,016.00 per case. Combined COA & EA.
- Funds will be for a two year cycle – set by previous two year caseloads, consolidated into one program delivery funding allocation.
- \$2,016.00 subsidy per case goes for a standard & supplementary caseload (emergency assistance recipients, applicant's ineligible/chose to discontinue their application during intake process, ODSP participating in OW employment activities and cases referred to ODSP).
- 1<sup>st</sup> quarter of 2011 budget is based on the 2010 allocation. New approach comes into effect April 1, 2011:
  - = 1<sup>st</sup> quarter, old system
  - = ¾ quarters, new system
- Will have 2010, 2011, 2012 to achieve employment outcome measures for a total of 2,000 pts (have one year as a transition).
- Expenditures – province will use the transition funding first, then the upload funding (80/20), then the 50/50 funding.

- County of Renfrew received 81% for rural rating. Received the full 10%, based on Statistics Canada Census population data.
- 80/20 budget dropped – caseload dropped/adjusted from 1995 provincial caseload.  
50/50 budget increased - fixed
- CHPP & EES – still separate budgets & service contracts.
- First Nations is separate.
- Continue with the upload of social assistance benefits → 2018 and funding still to be cost-shared 50/50.
- No distinct administration & employment assistance allocations.